

1. What is CONFIDEX Predictable Digital Treatment Planning?

CONFIDEX was created by orthodontists for you, it includes:

- Step by step treatment planning guide created by orthodontists. This month by month plan includes:
 - where, when and how much IPR to do,
 - where to place the biteguards,
 - estimated treatment time,
 - computer generated complexity Index score which gives you an indication of how difficult your case is going to be, and
 - Month by month appointment instructions.
- Digital bracket placement to ensure accurate, precise, and quantifiable bracket positioning.
- 3D simulation from beginning to end of treatment – a great tool for patient and dentist visualization

2. How does CONFIDEX help me?

Created by orthodontists, CONFIDEX gives you the confidence to complete your case since it is planned by Orthodontists. With CONFIDEX, you will be able to visualize the case, predict treatment time and determine the case difficulty. You and your staff can also show CONFIDEX to show your patients the results they will achieve with Six Month Smiles.

3. How much does it cost?

CONFIDEX is \$849 in the US as well as outside the US. For just a little more than the standard Patient Tray Kit (PTK) you get today, you can get all the benefits of CONFIDEX plus the PTK as well. Many providers have already told us for the nominal price difference, they will only order a CONFIDEX PTK.

	CONFIDEX™ PTK	Standard PTK
Treatment planned by orthodontic specialists	✓	
3D simulation of treatment movements	✓	
Digital bracket placement	✓	
Specific appointment directions	✓	
IPR – how much and where	✓	
Biteguard location	✓	
Auxiliary usage (if needed)	✓	
Case complexity index	✓	
Estimated treatment time	✓	
Intraoral Scans or PVS Impressions	✓	✓
Custom indirect bonding trays	✓	✓
Adhesive	✓	✓
Archwires	✓	✓
Ligatures	✓	✓
Patient Relief Wax	✓	✓
Quick Ties	✓	✓
OptraGate retractor	✓	✓

4. Can I still get assistance on the forum?

Yes, you may still continue to utilize the forum for mid-treatment guidance and questions about your case. Should you ask for detailed treatment planning guidance, please include your CONFIDEX plan in the thread.

5. What do I need to start a CONFIDEX case?

To start a CONFIDEX case, you will need:

- Impressions – either upload STL files for your patients dentition, or mail in PVS impressions.
- Place your CONFIDEX order online via the “Submit A Case” icon. You will be asked to answer a brief questionnaire to help the Orthodontists understand your treatment goals.
- Case photos will need to be uploaded in the online case submission portal. Standard file formats such as jpgs, bmp, tif will be accepted. The photos required are:
 1. Relaxed Smile & or Exaggerated Smile
 2. Retracted Slightly Apart
 3. Anterior Occlusion
 4. Right Occlusion
 5. Left Occlusion
 6. Upper Occlusal

Note: You do not need to fill-out a prescription when ordering a CONFIDEX PTK. The planning orthodontist will place the brackets to achieve the most efficient tooth movement. You will be able to view the bracket placement via the STL file and 3D animation video. You can request for modifications to the recommended bracket placement or auxiliaries such as lingual buttons/clearlets. Should you ask for

modifications, the orthodontists will re-plan your case. You can have up to 3 treatment plan modifications per case.

6. What happens if my patient backs out? Can I cancel a case?

Yes, however the following cancellation fees will apply:

- If the case has been poured and digitally printed there is a \$100 cancellation fee
- If the CONFIDEX case has been treatment planned but not approved a \$200 cancellation fee will be applied
- A CONFIDEX case cannot be cancelled if the treatment planned has been approved

For all of the above, inbound and outbound shipping charges may be applied. To cancel, your order, call Customer Experience at (866) 957-7645 or 001 585 594 0606.

7. What do I need to do to approve a CONFIDEX case?

To approve your case after it is planned by the Orthodontists, simply click on the “Approve” button from the Case Review screen in your portal. Once you approve the plan, Six Month Smiles will begin to fabricate your CONFIDEX case.

8. Can I use my intraoral scanner to send digital impressions?

STereoLithography or STL files are the only file format which we will accept. Note that you can still send in PVS impressions, which we will pour and scan. Please make sure to complete the online case submission with Six Month Smiles as well as upload your STL files into our portal.

We accept STL files from any scanners that allow STL export. Examples are:

- Planmeca
- Carestream
- 3Shape

We can also accept the following via the scanners company portal:

- 3Shape (Trios). Their portal is called “3ShapeCommunicate.”
- Sirona (CEREC). We can accept from “CEREC Connect” portal.

9. Can I get a CONFIDEX digital treatment plan if I already have a PTK?

You cannot get CONFIDEX digital treatment planning for a case which you already have a PTK. You can however post questions about your existing case on the forum for guidance.

10. Who do I contact if I have questions about my CONFIDEX plan?

If the CONFIDEX plan is pending approval, you may ask your questions in the case review portal. If your question is related to CONFIDEX, the planning orthodontist will respond to your inquiry. If you have general questions that are not related to CONFIDEX treatment planning, someone from Six Month Smiles will respond to you. You can also contact the Six Month Smiles Customer Experience team at any time - customercare@sixmonthsmiles.com

If you have questions after you have submitted and approved your CONFIDEX treatment plan, please create a new thread on the forum. A Clinical Instructor or Mentor will respond.

11. Will CONFIDEX tell me how much IPR to do?

Yes, your CONFIDEX Treatment Guide document will show you how much IPR to do, where to do the IPR and when to do the IPR to achieve the optimal case results.

12. Is CONFIDEX optional – can I still get a standard PTK without CONFIDEX?

Yes, you may elect to submit a standard PTK or a CONFIDEX PTK. Note that you cannot change your selection once your case is submitted.

13. Who prepares the CONFIDEX treatment plans?

Orthodontists who have been given additional training to follow Six Month Smiles Short Term Ortho protocols (what we teach in L1 and L2).

14. What if the case is determined to be very hard by the Case Complexity Index? What do I do?

The Case Complexity Index is a numerical score for the degree of malocclusion. Case Complexity Index scores are correlated to case duration. The higher score = more difficult movements = longer treatment time. A higher Case Complexity score does not mean that you should not tackle the case. By providing you with this score, we are showing you that this case may take longer.

15. What is the turnaround time for a CONFIDEX PTK?

Your CONFIDEX PTK will be planned within 10 business days of receipt of impressions. Please make sure to check the case submission dashboard on the PRC. Once you "Approve" your Tx plan, your CONFIDEX PTK will be shipped within 5 business days.

16. What happens if this not a suitable case for Six Month Smiles? Will you let me know?

If you have submitted a CONFIDEX case and the Orthodontists determine it cannot be planned under the Six Month Smiles protocol, we will cancel the case and there will be no fee to you other than the inbound/outbound shipping charges. The Six Month Smiles Customer Experience team will notify you.

17. Can I show the 3D simulations to my patients?

Yes, you may show CONFIDEX to your patients to get them excited about their Six Month Smiles journey. You may also show CONFIDEX to a patient who has not committed to treatment to get buy-in. In the end, how you use CONFIDEX as a marketing tool is really up to you. We recommend that you have patient consent forms on-file which can be downloaded from the PRC.

18. What happens if I don't approve the treatment plan?

You can submit questions and ask for an alternate treatment plan. Your CONFIDEX case is not fabricated until you approve a treatment plan. You are allowed up to 3 treatment plan revisions.

19. How much time do I have to approve?

Once a treatment plan is created, your case status will change to pending approval in the PRC (Provider Resource Center). We will send a reminder email notification that the case is ready for you to review and approve, however it is highly recommended that you check the PRC frequently, as this will have the most current and up to date information. Please review and take action promptly to ensure timeliness of your case order. After 20 calendar days of no action on your part, the case will be considered abandoned and will be canceled, with applicable cancellation fees to be applied (\$200 plus inbound and outbound shipping fees). The Customer Experience team will make attempts to reach your office prior to canceling abandoned cases to provide support as needed.

20. Treatment is not going according to the CONFIDEX plan, what do I do?

Please post your questions, CONFIDEX treatment plan, and photos on the forum for guidance. CONFIDEX predictions are based on general understanding of how long it takes to achieve STO movements. Actual movements are influenced by parameters such as patient compliance, provider skill, patient's bone density and health.

21. Can I treatment plan a single arch case and if so, what is the cost?

Yes, you can submit a single arch case for treatment planning. The cost is the same for a single arch or dual arch case, there is not a difference. If you submit for a single arch case, you still need to submit photos and impressions of the upper and lower.

22. How do I read the CONFIDEX treatment plan?

CONFIDEX treatment plans have an odontogram with a key and instructions with a simplified structure and orthodontic nomenclature you learned in your Six Month Smiles L1 training.

23. Who are the Orthodontists?

Dentists with an advanced degree in Orthodontics. Six Month Smiles does not use technicians to create treatment plans.

24. My treatment planning is not tracking due to patient compliance, bracket debonds or missing appointments. What do I do? Would my treatment plan change?

Assess your patient's progress and compare it with CONFIDEX guidance. You may be able to resume guidance based on your assessment. Alternately, post your case on the forum for additional support or mid-treatment course correction.

25. I don't agree with the CONFIDEX case even after it has been re-planned and I still want to go ahead with the case, can I just pay for the case?

Once submitted, you cannot change to a standard PTK after submitting a CONFIDEX case. Note that you can request up to 3 revisions to the treatment plan as our goal is to

give you a treatment plan that meets your expectations. You can also request for exact bracket positions via the text box on the CONFIDEX case submission portal. This means that the case will be processed per your prescription.

26. The CONFIDEX case “failed” mid-treatment, can I get a refund?

A Six Month Smiles cases doesn't necessarily “fail” mid-treatment but rather can deviate from the CONFIDEX treatment guide. A doctor can consult the forum to course correct. Regardless, a Doctor is solely responsible for prescribing and administering orthodontic treatment. CONFIDEX digital treatment planning is based on computer modeling that cannot capture all sources of variation that affect patient outcomes. Individual results can vary and may require deviations from CONFIDEX guidance. Following CONFIDEX digital treatment planning guidance does not guarantee a successful outcome.

27. Can I get CONFIDEX a la carte?

CONFIDEX is only available with a PTK.

28. How do I get the option of choosing CONFIDEX?

You can choose CONFIDEX PTK when you start to submit a case. Note once submitted, an order cannot be changed - you cannot change from a CONFIDEX PTK to a standard PTK and vice versa.